

REQUEST FOR PROPOSAL (RFP)

Weatherization Program Tracking Software



*Weatherization
Works*

**Department of Natural Resources and Environmental Control
(DNREC)**

Dr. Carolyn Snyder, Director of Energy and Climate

Delaware Department of Natural Resources and Environmental Control

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DEADLINE TO RESPOND

JANUARY 20, 2011

4:00 PM EST

ALL VENDORS:

The enclosed packet contains a "REQUEST FOR PROPOSAL" for Weatherization Program Tracking Software. The proposal consists of the following documents:

REQUEST FOR PROPOSAL - CONTRACT NO. NAT11002-WAP_TRACK

- I. Program Overview
- II. Purpose
- III. Background
- IV. Statement of Need
- V. Proposal Time Line
- VI. Submission Details
- VII. Award and Execution of Contract
- VIII. System Requirements
- IX. Delivery Requirements and Schedule
- X. Contractor Qualifications
- XI. Scope of Services
- XII. Proposal Evaluation

Attachments

- a. Attachment 1 – Cost Fee Proposal
- b. Attachment 2 - Confidentiality (Non-Discloser) and Integrity of Data Agreement
- c. Attachment 3 – Office of Minority and Women Business Enterprise Certification Application (if applicable)

In order for your proposal to be considered, the Proposal Reply Section shall be executed completely and correctly and returned in a sealed envelope clearly displaying the contract number and vendor name by **Thursday, January 21, 2011** to be considered.

Proposals must be mailed to:

Weatherization Program Tracking Software Proposal
Delaware Department of Natural Resources and Environmental Control
Office of the Secretary
Attn: Morgan Ellis
89 Kings Highway
Dover, DE 19901-7305

Eligible Bidders shall carefully review this RFP. Questions must be directed to Morgan Ellis as listed below IN WRITING (by fax (302) 739-6242 or e- mail morgan.ellis@state.de.us) on or before 4:00 p.m. Eastern Standard Time, Wednesday, January 5, 2011.

Delaware Weatherization Assistance Program

Request for Proposals

I. PROGRAM OVERVIEW

The Weatherization Assistance Program (WAP) enables families to reduce their energy bills by making their homes more energy efficient. The WAP is made possible through grants provided by the U.S. Department of Energy (DOE). The Delaware WAP is administered through the Delaware Department of Natural Resources and Environmental Control (DNREC). DNREC administers the WAP grants through two local non-profit organizations, Neighborhood House, INC. and First State Community Action Agency, (Subgrantee(s)) that work in each of Delaware's three counties (New Castle, Kent, and Sussex).

Delaware's WAP is designed to maximize energy efficiency and reduce the energy burden of families with incomes at or below 200% of the poverty level; primarily through reducing air infiltration, installing insulation, and optimizing the performance of mechanical heating systems. DOE requires that weatherization materials and measures installed must be effective with a Savings to Investment Ratio (SIR) of one (1.0) or more. The energy audit procedures must assign priorities among individual weatherization materials and measures in order of their cost effectiveness. Measures called for in an individual unit will be determined by the energy audit conducted by a qualified Energy Auditor whose recommendations will result in a work order issued by the Subgrantee to the subcontractor(s) assigned to the job. Eligible activities include a wide variety of energy efficient measures that encompass the building thermal envelop, the heating and cooling systems, electrical system, domestic hot water, and operating appliances, to name a few.

An important part of the continual advancement of the Delaware WAP is training; everyone working in the Delaware Weatherization network must undergo weatherization training as prescribed elsewhere in WAP materials available at:
<http://www.dnrec.delaware.gov/energy/services/Pages/Weatherization.aspx> .

II. PURPOSE

The State of Delaware WAP announces the issuance of a Request for Proposals (RFP) to secure a Weatherization Program Tracking Software system for the Delaware WAP.

DNREC seeks to purchase a DOE approved Weatherization Program Tracking Software (web-based database), which must be adaptable for use in Delaware. Although there are several organizations involved, the resultant contract will be with DNREC.

III. BACKGROUND

Delaware's WAP has recently been transferred from the Department of Health and Human Services (DHHS) to DNREC. All functions in the program are currently tracked on paper with no capability to run and/or submit reports or to track the work being completed at the local level. Most of the client information is located in the Low Income Home Energy Assistance Program (LIHEAP) database, entered by LIHEAP's Subgrantee Catholic Charities, and is unavailable for direct download by the WAP Subgrantees to verify household eligibility. Lastly, project tracking reports and documents are currently completed manually. Manual reporting has created difficulties in tying financial expenditures, measures completed, responsible contractors, and even client files to individual jobs.

Results from a DOE monitoring review of Delaware's WAP and Subgrantee activities found that the current financial management system lacks the ability to effectively track essential financial reporting requirements. These requirements include but are not limited to actual cost of measures completed and documentation of costs charged to the specific programmatic area.

IV. STATEMENT OF NEED

DNREC is seeking a vendor that has a DOE recognized WAP web-based database capable of tracking and reporting all eligible weatherization services performed for residential customers who receive WAP assistance. The web-based system must be able to monitor ongoing jobs; track all weatherization activities from the client application to completion; prioritize clients; manage, track and report all financial expenditures; track all necessary fields for state and federal reports and complete said reports; and track all training and certification of weatherization staff and contractors. Td

The Delaware WAP is a two Subgrantee operation covering three (3) counties. Each Subgrantee will have staff entering data that will require training as will staff at the state level. Training is essential throughout the launch and implementation of the new web-based database.

V. PROPOSAL TIME LINE

The goal is to restart the program using the initial version of the database by March 2011, if possible.

The following time line will be adhered to in the proposal process. Copies of this RFP are available on the following websites:

State bid Website: www.bids.delaware.gov

DNREC Website:

<http://www.dnrec.delaware.gov/energy/services/Pages/Weatherization.aspx>

| Activity | Due Date |
|--|--|
| RFP Availability to Vendors | 12/17/2010 |
| Pre-bid Phone Conference | 12/29/2010 |
| Written Questions Due No Later Than (NLT) | 1/5/2011 By 4:00 P.M. |
| Written Answers Due/Posted to Website NLT | 1/7/2010 By 4:00 P.M. |
| Proposals Due NLT | 1/20/2010 By 4:00 P.M. |
| Public Proposal Opening | 1/21/2010 By 4:00 P.M. |
| Contract Award | Will occur within 90 days of bid opening |

BIDDER'S INFORMATIONAL CONFERENCE CALL

A pre-proposal informational conference call for anyone interested in submitting a proposal under this RFP will be held on **Wednesday, December 29, 2010 from 4:00 to 6:00 PM.** Interested bidders may join in the call by dialing the following:

Call-in #: 877-366-0711

Participant Code: 39948642# (be sure to press the # key after entering the code)

QUESTIONS ABOUT THE RFP:

Eligible Bidders shall carefully review this RFP. Questions must be directed to Morgan Ellis as listed below IN WRITING (by fax or e- mail) on or before **4:00 p.m. Eastern Standard Time, Wednesday, January 5, 2011.**

Morgan Ellis

Fax # (302) 739-6242

E-mail address: morgan.ellis@state.de.us

DNREC will not respond to verbal questions. All questions received by 4:00 p.m. Eastern Standard Time, January, 5, 2011 will be answered in writing; DNREC's written response will be posted to DNREC website (<http://www.dnrec.delaware.gov/Pages/default.aspx>) by 4:00 p.m. January 10, 2011.

VI. SUBMISSION DETAILS

All proposals shall be received by 4:00 PM, on Thursday, January 20, 2011 Proposals may be sent via mail or hand delivery to:

Weatherization Program Tracking Software Proposal
Delaware Department of Natural Resources and Environmental Control
Office of the Secretary
Attn: Morgan Ellis
89 Kings Highway
Dover, DE 19901-7305

Proposals shall be in sealed envelopes, and shall bear on the outside the name and address of the Bidder as well as the designation of the Contract: "Weatherization Program Tracking Software Proposal" and shall abide by the following:

1. **PROPOSAL COPIES**

Five (5) copies of the Proposal shall be submitted in a sealed package clearly marked with the name of the Bidder and labeled "Weatherization Program Tracking Software Proposal". One of the copies shall be marked "Master Copy" and contain original signatures in all locations requiring a Bidder's signature.

2. **TIMELY DELIVERY**

The timely delivery of the proposal is the sole responsibility of the Bidder. Proposals shall be sent in a time frame and means to ensure the delivery of the proposal to the stated address by the proposal due date *and* time. Proposals forwarded by a delivery service or hand delivered must be received at the DNREC address listed above by **4:00 P.M., Thursday, January 20, 2011**. The Bidder bears all risk of delays in delivery. Proposals received after the due date and time will be deemed non-conforming and will be returned to the Bidder unopened.

3. **PROPOSAL FORMS AND PREPARATION:**

The proposal shall be written in ink or typewritten in the format provided. The format used is MS Word 2003 or newer for Windows 97/2000/XP.

The proposal shall not exceed twenty (20) pages, not including any appendices, forms or references.

The arrangement and clarity of the proposal is solely the responsibility of the Bidder of the proposal.

4. **REQUEST FOR PROPOSAL CHANGES**

If it becomes necessary to modify any part of this RFP, modifications in writing will be provided to the Bidders known to have received a copy of the RFP.

Bidders shall acknowledge in writing receipt of all amendments, addenda and changes issued in connection with this RFP by submitting an affirmative statement to that effect in the Proposal. Any changes will also be posted on DNREC's website (<http://www.dnrec.delaware.gov/Pages/default.aspx>).

DNREC reserves the right to withdraw this RFP, to waive minor irregularities in proposals or to allow the Bidder to correct a minor irregularity if the best interest of the State of Delaware or the Weatherization Assistance Program will be served by doing so.

5. PROPOSAL RESPONSIVENESS

The Bidder's proposal must respond to each and every requirement outlined in this RFP in order to be considered responsive. Each Bidder must provide every component required in the manner prescribed. A proposal may be rejected if it is untimely, incomplete, conditional or does not use the required format.

6. SAMPLES OR BROCHURES:

Samples or brochures may be submitted by the Bidder for supplemental evaluation purposes. The submission of samples or brochures does not relieve the Bidder of any submission requirement set forth in this RFP.

7. WITHDRAWAL OF PROPOSALS:

A Bidder may withdraw its proposal unopened after it has been delivered only if such a request is made prior to the time set for the opening of the proposal.

8. PUBLIC INSPECTION OF PROPOSALS:

If the Bidder designates a portion of its proposal as confidential, it shall isolate and identify in writing the confidential portion(s). The Bidder shall include with its designation a statement that explains and supports the Bidder's claim that the identified confidential proposal items contain trade secrets or other proprietary data.

9. PROPOSAL JUSTIFICATION

This solicitation is offered as a request for *proposals* because it allows for the consideration and comparison of various factors besides price in the determination of Contract awards.

10. DISQUALIFICATION OF BIDDERS:

Any one or more of the following causes may be considered as sufficient for the disqualification of a Bidder and the rejection of its proposal or proposals:

- a. More than one proposal for the same contract from an individual, firm, partnership, limited liability company or corporation under the same or different names.
- b. Evidence of collusion among Bidders.
- c. Unsatisfactory performance record as evidenced by past experience.

- d. If there are any unauthorized additions, conditional or alternate bids or irregularities of any kind which may tend to make the proposal incomplete, indefinite, or ambiguous as to its meaning.
- e. Untimely submission of proposal.

VII. AWARD AND EXECUTION OF CONTRACT

1. CONSIDERATION OF PROPOSALS

DNREC reserves the right to waive technicalities, to reject any or all bids, or any portion thereof, to advertise for new proposals, to proceed to do the work otherwise, or to abandon the work, if in the judgment of DNREC, the best interest of Delaware's WAP will be promoted thereby.

2. CONTRACT AWARD

It is the intent DNREC that the contract shall be awarded within 90 days of opening of the request for proposals, however, DNREC reserves the right at its sole discretion, to delay the contract award, discontinue this RFP in its entirety, or to accept or reject proposals as determined to be in the best interest of the Delaware WAP. DNREC shall award a contract to the Bidder(s) whose proposal(s) is determined in writing to be most advantageous to the WAP, based on the factors set forth in this RFP.

3. EXECUTION OF CONTRACT

The Bidder who is awarded a contract shall execute such contract within twenty (20) days after the offer date.

If the Successful Bidder fails to execute the required contract within twenty (20) days after the offer date, the award of such contract may then be made to another qualified Bidder or re-advertised, as DNREC may decide.

4. WARRANTY

The Successful Bidder(s) are required to extend any policy guarantee usually offered to the general public, FEDERAL, STATE, COUNTY, or MUNICIPAL governments, on labor, workmanship or material in this contract against defective material, workmanship, and performance.

5. THE CONTRACT

Contracts with Successful bidders will be executed with DNREC, as the state agency and grantee to DOE.

6. LAWS TO BE OBSERVED

The Successful Bidder(s) should know or is required to become familiar with and shall strictly adhere to all federal, state, and local laws, statutes, rules, and regulations, and with all city or town ordinances and regulations that may in any manner affect or relate to the work contemplated under the contract. The

Successful Bidder(s) shall indemnify and hold harmless the State of Delaware, DNREC and its Officers, Agents and Employees of DNREC, the Subgrantee and its Officers, Agents and Employees of the Subgrantee, against any claim or liability arising from or based upon any violation of any such laws, ordinances, regulations, orders, or decrees whether by the Successful Bidder or its employee(s).

7. PERMITS AND LICENSES

The Successful Bidder(s) shall obtain all necessary permits, licenses, insurance policies, etc. required by federal, state and local laws, statutes, rules, regulations and ordinances at its own expense. Further, the Successful Bidder(s) shall provide the Subgrantee with a copy of all documentation necessary to permit the Successful Bidder(s) to lawfully perform work under the contract.

8. EQUALITY OF EMPLOYMENT OPPORTUNITY

The Successful Bidder(s) may not discriminate against any applicants, staff, personnel, clients or others connected to the WAP on the basis of race, color, creed, religion, sex, age, national origin, disability or status as a Vietnam era Veteran.

9. CONTRACT PERIOD AND TERMS

The Successful Bidder's contract shall be valid for the initial period of the contract. DNREC reserves the right to include other terms and conditions in addition to those listed in this RFP.

10. MOST-FAVORED CUSTOMER

The Successful Bidder(s) shall not offer to others prices lower than those provided in the contract between DNREC and the Bidder, or if lower prices are offered, they shall apply retroactively and prospectively to the subject contract.

11. HOLD HARMLESS

The Successful Bidder(s) agrees that it shall indemnify and hold the State of Delaware and all its agencies harmless from and against any and all claims for injury, loss of life, or damage to or loss of use of property caused or alleged to be caused, by acts or omissions of the Successful Bidder(s), its agents, employees, assigns, and invitees on or about the premises and which arise out of the Successful Bidder(s)'s performance, or failure to perform as specified in the Successful Bidder's contract.

VIII. SYSTEM REQUIREMENTS

The Bidder is expected to have extensive expertise and experience in the delivery, execution and implementation of Weatherization Program Tracking Software. The proposed web-based database must be accessible; requiring no additional software associated with any of these languages or applications for normal use. The program must use web-based architecture with a web server and/or database server located in a secure data center. The system must be based on Microsoft's Internet Information

Server and MS SQL Server using the latest .NET technology with the flexibility of reporting capabilities that are easily exported to Microsoft Office Suite (Word, Excel, Access, etc.) and Adobe PDF file formats. The ability to interface with DOE's Performance and Accountability for Grants in Energy (PAGE) system is a plus. In addition, the system needs to be accessible and operable from a basic Windows-based operating system (XP, Vista, or Window 7), or a Mac (OS X 10.5.6 or later) which normally comes with the purchase of a newer computer. The software must function on the current popular web browser applications such as Internet Explorer (IE) 6+, Mozilla 3+, Safari 3+, Google Chrome, etc.

At the time the web-based database is placed in a live production environment, the database must meet or exceed all of DNREC's requirements.

IX. DELIVERY REQUIREMENTS AND SCHEDULE

The proposal should be as complete and succinct as possible so that DNREC may properly evaluate Bidder(s) capabilities to provide the required services. The Bidder(s) must include:

1. A completed signed Proposal Cover Sheet and unaltered copy of the RFP in its entirety with any and all addenda, acknowledgements, etc.
2. A complete response to this RFP with all requested information and responses.
3. The proposal must include an initial project plan and include a description of the project approach that is to be used, and the project procedures to be performed. This initial plan should include at a minimum:
 - a. The Bidder's ability to deliver a system capable of meeting each of the minimum requirements contained in Section XI of this RFP;
 - b. A preliminary project schedule with interim milestones;
 - c. A synopsis of project activities;
 - d. A description of the proposed quality assurance process and identified schedule;
 - e. A date for the earliest version available for use to the state network;
 - f. A detailed description of the Bidder's proposed "go-live" and pilot plan; and
 - g. A description of the Bidder's testing methodology and how the Bidder validates the overall operation of the hardware and software environments.

4. The Successful Bidder, in consultation with DNREC, shall establish a mutually agreeable calendar of dates to deliver the services specified above.
5. The Successful Bidder(s) shall be responsible for all implementation activities to be performed at DNREC's headquarters office in Dover, Delaware and as may be needed to enable the Subgrantees to operate the program.
6. DNREC in consultation with the Successful Bidder(s) shall establish a payment schedule based on a mutually agreeable calendar of dates to deliver the services specified above.

X. CONTRACTOR QUALIFICATIONS

Minimal Bidder(s) qualifications required for implementation of contract activities include:

1. The Bidder(s) shall have detailed knowledge of, and experience in, issues related to information technology, database development, and related software, hardware and peripherals.
2. The Bidder(s) shall be familiar with and have experience designing and operating software specific to the DOE Weatherization Assistance Program and/or State WAP grantees.

XI. SCOPE OF SERVICES

A summary of DNREC's minimum requirements for the web-based database are as follows:

1. GENERAL REQUIREMENTS
 - a. The web-based database must be currently in-use and actively being used by other U.S. state WAP agencies. To verify its effectiveness, four (4) contact names, addresses, and phone numbers of current users must be supplied with response.
 - b. The web-based database may be hosted by the vendor. Alternatively, the web-based database must have the ability to be hosted by DNREC and to perform in DNREC's network environment and that of the Subgrantees named above.
 - c. The web-based database must perform all tasks necessary to provide end users with a single point of access that includes information such as:

administrative and fiscal data; client intake eligibility and supporting documentation; and property and whole-house assessment data.

- d. The web-based database must accept data input by the state and Subgrantees using multiple funding sources for the purposes of reimbursement including: federal (DOE Base, DOE ARRA, and LIHEAP); and state sources (General Funds, Regional Greenhouse Gas Initiative (RGGI) Funds, utility system benefit charges, or other funds). Reimbursement can be received through any of these funding sources and must be tracked separately by program year, funding source, measure, client, and unit.
- e. The web-based database must be able to track, document and generate invoices for agency expenditures for each of the funding sources (DOE Base, DOE ARRA, LIHEAP and state funds). Functions required include: tracking contract budgets; tracking all expenses to date by funding sources; tracking units by funding sources; and tracking expenditures by measures. Additionally, all expenses will be tracked by budget cost categories including: Administrative; Insurance; Audits; Health and Safety; Program Operations (including but not limited to: labor, materials, and vehicles and equipment). The totals from these values will generally result from the summation of other screens in the web-based database.
- f. The web-based database must be able to track, document and generate invoices for agency expenditures for DOE Base and DOE ARRA, DOE ARRA Training and Technical Assistance (T&TA) and must allow, at the discretion of DNREC, for additional documents/forms that may be needed to substantiate reimbursement.
- g. The web-based database must also be capable of building a prioritized "Waiting List" of clients to be served by the program. Delaware does not currently have a method for maintaining a long-term or current waiting list, and no ability for integrating walk-in applications, or for updating the waiting list. The web-based database must be capable of developing, updating and maintaining the waiting list, prioritizing and weighing the list based on predetermined factors. The web-based database must also allow for the upload of LIHEAP client eligibility data from the LIHEAP database currently operated by DHSS and Catholic Charities. In Delaware, Weatherization applicants are drawn from the LIHEAP applicant list (as mentioned in Section III. Background).
- h. The web-based database should be capable of integrating other DOE Audit software such as, NEAT and MHEA to create the Delaware specific audit.

2. SAFEGUARDS AND CONTROLS

The web-based database must include formulas and safeguards in order to determine whether Subgrantees are entering data correctly and must not allow unacceptable data to be entered. Instead, an error message should appear, with instructions to either correct the mistake and/or call a DNREC weatherization staff member for an override or assistance. The Subgrantees must not be able to proceed until the value is input properly and/or DNREC has been contacted to override the error. Examples of safeguards to be included are listed below:

- a. Budget Control Parameters: Individual budget line items will be input by DNREC into the web-based database for: Administrative; Insurance; Audits; Health and Safety; and Program Operations (including – labor, materials, and vehicles and equipment). If a value is input that exceeds the available balance and/or the contract amount on any item, an error message will appear directing the Subgrantee(s) to contact DNREC for clarification.
- b. Exceeding Allowable Limits per Unit: Within each funding source, there are generally limits to the amount that can be spent per unit. If a value is input that exceeds this amount, an error message will appear directing the Subgrantee(s) to contact DNREC for clarification.
- c. Exceeding Allowable Percentage for Costs: maximum costs are specific to various contracts and grants. If a value or expenditure is input that exceeds the maximum amount, a message will appear directing the Subgrantee(s) to contact DNREC for clarification.
- d. Exceeding Allowable Cost per Unit for Incidental Repairs: Incidental repairs, as indicated on the Work Order are allowed to be a given amount in labor and materials. If a value is input that exceeds this amount, an error message will appear directing the Subgrantee(s) to contact DNREC for clarification.
- e. Duplication in Housing Units: The web-based database must be able to detect whether an address has been input into the web-based database previously. Such duplication will result in an error message will appear directing the Subgrantee(s) to contact DNREC for clarification.
- f. Paying Contractors Before Final Inspection: The web-based database must be able to detect when an invoice is being paid to a contractor before the final inspection has been completed. Such an action will result in an error message to the Subgrantee and to DNREC. The exception would be new furnace and water heater installations that will have separate interim inspections.

- g. **Process Milestones:** The web-based database must have control of next steps, such as: having an audit before issuing a work order; the contractor work ordered must be from the initial auditor-created work order; the inspector must be a different contractor than auditor; work on a unit may not be paid until final inspections are complete; a unit may not be charged as completed until the unit passes final inspection; and other similar limitations designed by the state.
- h. **Exceptions to the Above Rules:** There may be times when agencies may not be bound by the above rules (e.g. when a budget amendment is in process, but has not been finalized). In such cases, the web-based database must have the capability of allowing DNREC to override the request on a specific case-by-case basis after the Subgrantees have contacted DNREC and alerted them to the problem.

3. TRACKING AND REPORTING REQUIREMENTS

The web-based database must reflect current data collection requirements as specified by DOE and by as the State of Delaware's Policies and Procedures. Data collection requirements to be incorporated into the web-based database must include, but are not be limited to:

- a. **Training and Technical Data Tracking:**
 - i. *Tracking Forms for Training and Technical Assistance (T&TA):* The web-based system must track all data for T&TA including: names, dates (hired and training received), types of training offered, and generate a T&TA request form for contractors, contractor staff and local Subgrantee staff. This will include a detailed expenditure report (with receipts) for per diem, hotel, vehicle, and miscellaneous expenses that must be submitted and entered in the system for reimbursement purposes.
 - ii. *Training for State and Local Subgrantee Personnel:* The web-based database must be able to compile a listing of all training provided including; number of hours of training attended by individual; total number of training hours offered; the names of all new hires and the date they were hired; the date new hires were trained; type of training received (a drop down menu should be available to distinguish the types); training required; date to be trained for new employees; and date of next continuing education requirement.
 - iii. *Training for Contractors:* The web-based database must be able to compile a listing of all contractors and the names of all workers/staff hired to work on weatherization jobs, type of work for that employee, date hired, date trained, type of training received (a drop down menu should be available to distinguish the types) ; date

to be trained for new employees; and date of next continuing education requirement.

b. Program Summary Requirements:

The web-based database functions must calculate formulas and correctly sum data totals for both monetary and unit-specific inputs. Some examples of summations are included below:

- i. Total Spent on Each Unit: The web-based database must be able to sum totals per unit by funding source and from all funding sources.
- ii. Unit Data: The web-based database must be able to calculate by agency, by contractor, by unit type, and in total: all data measures completed; all units by type; measures by unit type; units by primary heating fuel; units by occupancy; total re-weatherized units etc.
- iii. Client Data: The web-based database must be able to calculate all data listed in the unit data, including totals such as: elderly, handicapped, elderly-handicapped, children 3-5 years of age, children 2 years and younger, income levels, percentage of income etc.
- iv. Energy Usage Data: The web-based database should also have the capability to track high residential energy users, and households with a high energy burden.
- v. Energy Savings: The web-based system must have the capability of generating a Delaware specific energy savings report, at the unit level and at the summary statistic level, sorted by Subgrantees, fuel source, energy provider and/or other criteria as determined by DNREC.
- vi. Total Weatherization Materials Installed: The web-based database must be able to identify individual materials and calculate amounts spent on units on the line item of materials installed under Program Operations, by total and sorted by funding source.
- vii. Combustion Appliance Work: The web-based database must be able to track and compile all Health and Safety measures individually by unit, by contractor, by agency, and in total, including: HVAC repair and replacement; water heater repair and replacement; cook stove repair and replacement; and any other Health and Safety related measure by labor and materials.
- viii. Total Labor Charged: The web-based database must be able to calculate individual contract amounts spent on units on the line item of labor charged under Program Operations, by total and sorted by funding source
- ix. Incidental Repairs: The web-based database will calculate and compare with the allowable \$400 of labor and materials for

incidental repairs spent under Program Operations, sorted by funding source.

c. Federal and State Reporting:

The web-based database must be able to generate reports for compliance. Examples reports include, but are not limited to:

- i. DOE Performance and Accountability System: WAP tracking and reporting system that meets all DOE Performance and Accountability reporting requirements and categories highlighted at <http://www.page.energy.gov> including allowing for relevant fields, type of data (raw vs. summation), time period, and Subgrantee(s) involved.
- ii. Periodic Report Generation: The web-based database must produce the currently approved monthly, quarterly, and annual performance reports required by DOE, and other custom reports as determined by DNREC.
- iii. DOE ARRA: The web-based database must be able to process DOE ARRA information and print various DOE ARRA reports on: client information, energy assessments, Davis-Bacon reporting, jobs created, jobs retained, vendor/sub-recipient information, and other information as required by DOE.
- iv. Davis-Bacon Act: The web-based database must capture and print reports on Davis-Bacon payroll information including: Davis-Bacon wages, fringe benefits, job classifications, and other payroll information as needed for OMB1512, DOE PAGE, and other reports.

d. Automated Reminders and Confirmations

- i. The web-based database will generate warnings or reminders to the Subgrantee contract that are overdue on reporting or documentation requirements and expiration dates for important documentation requirements (e.g. Proof of Liability Insurance).
- ii. The web-based database will generate warnings or reminders to the Subgrantee contact at ten (10) days, fifteen (15) days, and twenty (20) days of an invoice from a contractor for work on a weatherization work received and not paid. The warning must trigger a special inspection at the twenty (20) day mark and payment for that work, if that interim inspection passes.
- iii. DNREC must have the capability to update the current information in the web-based database when it is received. When the information is updated in the web-based database and the DNREC agent logs off, an e-mail will automatically be sent to the Subgrantee contact person.

- iv. When vehicles, equipment, and tools are being purchased with any weatherization funding a written or electronic request with bids must be submitted to the state and approval must be received prior to purchase. When these costs are being charged, a pop-up screen must come up if appropriate approval has not been acquired or to remind Subgrantees to update the lease and insurance. Vehicles, equipment and tools cannot be charged to weatherization funding without a written approval.
- v. Subgrantees must be able to enter data on an at-will basis and save information as they go. A “save as you go” feature must be integrated into the web-based database. Information cannot be submitted to DNREC until they click a “Submit” button and submit an electronic signature confirmation.

4. ADDITIONAL REQUIREMENTS

- a. Inventory Control: The web-based database must have an inventory control function, including tracking all agency equipment, and vehicles.
- b. Internet and Access Requirements: The web-based database must be able to be accessed off-site on a secure internet connection with a user name and password.
- c. Technology: The web-based database must have the ability to operate on iPads, mobile browsers such as Blackberry, iPhone and other mobile devices and smart phones.
- d. Unit and Client Identification: The web-based database must have the ability to generate a unique means of identification for each unit and client entered in the database, so that the unit can be tracked and date of weatherization maintained in the web-based database and so that persons can be counted without duplication.
- e. Copies of Plans: Each Subgrantee is required to have their own weatherization and various safety-related plans. There should be a screen where the agencies can either import these plans from a word processing program or attach the file to another screen area.
- e. Environmental Protection Agency (EPA)/DOE Renovate, Repair & Paint Lead Paint Information: The web-based database must track information on each dwelling pertaining to: year built; Department of Housing and Urban Development (HUD) funding; the “Renovate Right” pamphlet delivered to client; certified, lead safe work practices used; and other information required including the Certified Renovator name and contact information

- f. User Friendly Platform: The web-based database must be able to direct those that are not technologically inclined to the next step in the process. The web-based database must contain “Help” and “What’s This?” features, as well as a user manual so that the average person can easily navigate through the web-based database.
- g. Data Migration: The web-based database must be able to upload data from the LIHEAP database and other systems into the web-based database in order to create and maintain the WAP waiting list, including tracking and removing from the list units that have been previously weatherized. Existing applications or data must be migrated into the new web-based database to assure that the transition will be accompanied with minimal manual intervention and impact on DNREC staff.

5. TRAINING AND SUPPORT FOR THE WEB-BASED DATABASE

- a. Training: The Bidder(s) must provide training sessions for users of the web-based database at dates and locations to be determined by DNREC. The trainings must be in-depth and on-site for DNREC and Subgrantee personnel at the initiation of the web-based database to ensure that end user understands how to properly use the database and perform work in a good workman-like fashion.
- b. Development and Testing: The Bidder(s) must provide the necessary assigned qualified staff at DNREC office during the development and testing period.
- c. Technical Support: The Bidder(s) must provide in-depth training and assistance as needed to ensure that technical staff understand how to perform operations, maintenance, remote management, and on-site support of the web-based database.
- d. Updates and Upgrades: The Bidder(s) must provide training at times when substantial updates are implemented and must provide pre-and post-launch support for the pre- and post-launch maintenance to include updates, upgrades, error correction(s), and training DNREC staff and Subgrantee on use and maintenance of the software.
- e. On-line Training: The Bidder(s) must develop an on-line training tool for the web-based database for usage by DNREC staff, Subgrantees, and other potential users.
- f. Contingency Plan: Within the scope of work, the Bidder(s) must provide a contingency plan for continuous support and operation of the web-based

database should the original developer of the system no longer be available for support.

6. SECURITY

- a. Data Security: Multiple strategies must be implemented into the system to ensure security from data breeches and hackers. Safeguards are also required to ensure that an attack on the Subgrantees' personal computing systems does not affect the electronic web-based database as a whole.
- b. Login IDs and Passwords: The web-based database must accommodate multiple levels of password and security protection at the State and Subgrantee level. Each user within the Subgrantee agencies will need to have a unique login ID and password. It is anticipated that a minimum of three login ID's will be needed for each agency (one for the program coordinator, one for the financial officer, and one for the executive director). Additional logins may be granted at the discretion of DNREC.
- c. Data Encryption: The web-based database needs to be designed with the most current and advanced technologies to appropriately encrypt data to protect it from hackers and others who are not authorized to have access to the data. The ability to provide a minimum of 128 bit encryption via a Secure Socket Layer [SSL] is required.
- d. Role-based Security: Safeguards are required to ensure that Subgrantees do not have access to the DNREC portion of the electronic monitoring system and/or do not access other Subgrantees' systems.
- e. Electronic Signatures: The web-based database needs to have the capacity to accept electronic signatures with security assurances throughout the database.
- f. Back-up of Data: Security of the web-based database must also include an automatic backup of all data entered in a secure secondary location.

XII. **PROPOSAL EVALUATION**

Proposals will be ranked by a panel consisting of state representatives and local agency subgrantees. Numerical scores will be provided to each proposal in accordance with the evaluation criteria shown below.

Bidders will be notified of committee decisions as soon as practical. DNREC will choose a favored contractor to begin contract negotiations, and may, failing to

reach satisfactory terms, choose another bidder. Further, DNREC reserves the right to choose any contractor – regardless of score.

| | EVALUATION CRITERIA | |
|----|--------------------------------|---------------|
| | | POINTS |
| 1. | Database Utility/Functionality | 25 |
| 2. | Vendor Experience | 25 |
| 3. | Services and Vendor Support | 20 |
| 4. | Web and User Friendliness | 10 |
| 5. | Pricing | 10 |
| 6. | Training | 10 |
| | | |
| . | TOTAL SCORE | 100 |

ATTACHMENT 1: COST FEE PROPOSAL

All bidders must include the following tables in their proposal. The costs included in the tables shall be firm “not-to-exceed” prices that are all inclusive; including, but not limited to: all costs associated with travel to/from Delaware, all administrative overhead costs, all costs associated with managed or non-managed equipment components, and all third-party software licenses fees, hardware, or software required to deliver the proposed application to DNREC. Components of this Cost Fee Proposal Form will be added together in order for DNREC to determine the real cost of purchasing and maintaining the software solution over a 10 year period.

TABLE 1. Year 1 - Initial Software and Maintenance Costs

| Year 1 | Not to Exceed Cost |
|---|---------------------------|
| Cost to provide a turn-key software solution to meet all defined DNREC system and functional requirements. | |
| Cost to host system. | |
| Cost of additional annual maintenance fees, if any. If none, enter “NONE” in the Not to Exceed Cost column. | |
| Cost to add users (“N/A” if you do not license by user) | |
| TOTAL | \$ |

TABLE 2. Years 2 thru 10 - Software Support & Maintenance Fees

| Years 2- 10 | Not to Exceed Annual Maintenance Cost Year #2 |
|--|--|
| Cost to provide annual maintenance for the software solution quoted in Table 1. above | \$ |
| Cost per year for hosting the software solution. | |
| Maximum percentage that annual maintenance fees may increase each year beginning in Year 2 and ending in Year 10 | |

TABLE 3. Other Possible Charges – Years 1 thru 10

| Activity | Costs |
|--------------------------|--------------|
| Third party software | \$ |
| Custom programming costs | \$ |
| Training | \$ |
| Other Costs | \$ |

ATTACHMENT 2: CONFIDENTIALITY (NON-DISCLOSER) AND INTEGRITY OF DATA AGREEMENT



DEPARTMENT OF TECHNOLOGY AND INFORMATION

William Penn Building
801 Silver Lake Boulevard
Dover, Delaware 19904-2407

CONFIDENTIALITY (NON-DISCLOSER) AND INTEGRITY OF DATA AGREEMENT

The Department of Technology and Information is responsible for safeguarding the confidentiality and integrity of data in State computer files regardless of the source of those data or medium on which they are stored; e.g., electronic data, computer output microfilm (COM), tape, or disk. Computer programs developed to process State Agency data will not be modified without the knowledge and written authorization of the Department of Technology and Information. All data generated from the original source data, shall be the property of the State of Delaware. The control of the disclosure of those data shall be retained by the State of Delaware and the Department of Technology and Information.

I/we, as an employee(s) of _____ or officer of my firm, when performing work for the Department of Technology and Information, understand that I/we act as an extension of DTI and therefore I/we are responsible for safeguarding the States' data and computer files as indicated above. I/we will not use, disclose, or modify State data or State computer files without the written knowledge and written authorization of DTI. Furthermore, I/we understand that I/we are to take all necessary precautions to prevent unauthorized use, disclosure, or modification of State computer files, and I/we should alert my immediate supervisor of any situation which might result in, or create the appearance of, unauthorized use, disclosure or modification of State data.

Penalty for unauthorized use, unauthorized modification of data files, or disclosure of any confidential information may mean the loss of my position and benefits, and prosecution under applicable State or Federal law.

This statement applies to the undersigned Contractor and to any others working under the Contractor's direction.

I, the Undersigned, hereby affirm that I have read DTI's Policy on Confidentiality (Non-Disclosure) and Integrity of Data and understood the terms of the above Confidentiality (Non-Disclosure) and Integrity of Data Agreement, and that I/we agree to abide by the terms above.

Contractor Signature _____

Title: _____

Date: _____

Contractor Name: _____

ATTACHMENT 3: OFFICE OF MINORITY AND WOMEN BUSINESS ENTERPRISE CERTIFICATION APPLICATION

The Delaware Department of Natural Resources and Environmental Control strongly encourage vendors to review and apply for the Delaware Office of Minority and Women Business Enterprise Certification.

Insert most recent OMWBE Certification Application found here:
http://gss.omb.delaware.gov/omwbe/docs/certapp_022510.pdf

State of Delaware Office of Minority and Women Business Enterprise Certification Application



Complete application and mail to:

Office of Minority and Women Business Enterprise (OMWBE)
100 Enterprise Place Suite # 4 Dover, DE 19904-8202 Telephone: (302) 857-4554 Fax: (302)
677-7086
Email: deomwbe@state.de.us
Website: www.state.de.us/omwbe